

HOSPITAL RULES

GENERAL RULES

1. All prescribed medicines shall be purchased at the ACEMC-V pharmacy only. Home medications (or all drugs not prescribed by the Attending Physician, such as maintenance drugs, etc.) shall be endorsed to the Emergency Room doctor upon admission.
2. The Hospital shall uphold cleanliness within the premises at all times. Writing on the walls, tables and other hospital properties shall be avoided. Any damages to property shall be subjected to appropriate charges / penalty.
3. Proper trash disposal shall be followed. Trash cans shall be color coded. Instructions shall be posted in every patient's room.
4. Cigarette smoking (including in the driveway), drinking of alcohol beverages, washing of laundry, gambling & cooking inside the hospital shall be strictly prohibited.
5. Bringing of pets, blankets & pillows shall not be allowed, so as to control possible infection.
6. Medical equipment (such as nebulizer, etc.) similar to that of the hospital shall not be allowed.
7. Bringing personal electrical devices shall not be allowed except for laptops and cellphones but must be logged in by the Security Guard.
8. ACEMC-V shall be a Mother-Baby Friendly Hospital. Bringing any kind of milk formula & feeding bottles inside the hospital shall not be allowed.

VISITORS

1. General visiting hours for regular nursing unit shall be between 8:00am to 9:00 pm. Only two (2) visitors per patient shall be allowed unless deemed necessary.
2. Children 7 years & below shall not be allowed inside the Hospital / rooms to avoid the risk of acquiring patient illness / disease, unless they are scheduled for Medical checkup at OPD. If they insist to bring the child to the patient's room, one 1 relative shall sign a waiver of consent with the approval of the attending physician.

SPECIAL AREAS : ICU, NICU AND PICU

VIEWING TIME: 10: 00 AM-11:00AM, 4:00PM-5:00PM

VISITING TIME: 4:00 PM -5:00 PM

USE OF TELEPHONE

1. To make an outside call, just lift the handset and dial Zero (0) for operator assistance or dial (101) for admitting department. Connecting to any mobile / Domestic & International calls shall not be allowed.

MEAL:

	Serving Time	Collection of Tray& Cut-off time for serving
Breakfast:	6:00AM	8:00AM
Lunch:	11:00AM	1:00PM
Dinner:	5:00PM	7:00 PM

2. If the patient is admitted after the cut off time, meal shall be delivered on the next meal serving schedule.
3. The Cafeteria is open from 6:00 am to 8:00 pm daily. For request of extra tray food pls. call local_____.

DISCHARGE

1. Processing of Hospital bill shall start from 8:00am to 5:00 pm. Regular discharge time shall be 9:00am to 6:00pm daily
2. Clearance form shall be accomplished first before the patient is allowed to leave the hospital.

HOSPITAL RULES

BILLING PROCEDURE:

1. The Nurse shall process the discharge order for Clearance.
2. Senior Citizen I.D. (if any) shall be copied and presented to the Cashier on duty during discharge.
3. Any discounts shall be deducted from the Total Bill upon submission of complete requirements.

Note:

- | | |
|---------------|----------------------------------------------------------------------------------------------------------|
| Checks | – Personal and Company checks shall not be accepted. |
| Dollar / Peso | – Shall be the only acceptable currencies. |
| Credit Card | – Can be used for Initial Advance and Hospital Bills but Professional Fees shall always be paid in cash. |

PHILHEALTH BENEFITS:

1. For PhilHealth (Member / dependent / OWWA) the following shall be submitted:
 - a. Updated MDR (member Data Record)
 - b. Properly accomplished CF-1 (Claim form)
 - c. Other requirements to PhilHealth office at the back of Cashier's office.
2. Pls. Photocopy 1 valid I.D. / PhilHealth and Senior Citizen I.D. and other requirements.
3. PhilHealth office and medical record are open from Monday to Sunday (8:00am to 5:00pm only)

ROOM TRANSFER / ROOM RESERVATIONS (Rooms located @ 6th Floor only)

1. Should there be a need to transfer you from Ward / SPR / Private Room to the Intensive Care Units (ICU). The ICU rate shall be applied at the time/day you are transferred.
2. Room Reservation is offered to relatives of patient/s confined at PICU / NICU / ICU. For inquiries and orientations, please call the Admitting Section local _101__.
3. Room Confirmation is made on the day of admission because patients discharge and emergency are uncertain.

VALUABLES

1. If, for any reason, you come with valuables, we encourage you to utilize the hospital Safety Deposit Vault secured at the Cashier section.

Reminder:

1. Please don't forget to fill up the Patient Satisfaction Survey and surrender it to the Nurse on Duty / Guard on duty or insert it at the DROP BOX located at the Ground Floor near the Admitting Section. Your feedback will be treated with utmost confidentiality and be used for the evaluation of our Staff and improvement of our Services.
2. Taking Videos / Photos inside the OPERATING ROOM, LABOR ROOM AND NICU is strictly prohibited
3. Strict security measures shall be observed in the parking area at all times. The Management shall not be responsible for loss of vehicles or any of its accessories or articles left therein. Patient's relative shall be held liable for any damage caused by him to persons or any property within the parking area.

THANK YOU & GOD BLESS!!!



PATIENT/RELATIVE
Signature Over Printed Name
Date / Time

ADMITTING STAFF
Signature Over Printed Name
Date / Time